

DETAILED INSPECTION CHECKLIST

FA SC STMT TEXT

- 962 INFORMATION & REFERRAL (IR) PROGRAM
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- 962 01 INSTALLATION-SPECIFIC ITEMS
- 962 01 001 Is there an Information and Referral (IR) program established and adequately funded?
Reference
MCO 1754.10, par 3b(3)(a)
- 962 01 002 Has an Information and Referral Specialist been hired, or has a staff member been assigned IR as a collateral duty?
Reference
MCO 1754.10, par 3b(3)(b)
- 962 01 003 Does the IR program maintain listings of military and community resources including updated points of contact and telephone numbers, web, email and street addresses?
Reference
MCO 1754.10, par 3b(4)(c)
- 962 01 004 Does the Installation Commander and MCCS Director inform the IR office if they establish emergency calls centers or change addresses or phone numbers to ensure the IR office has updated contact information?
Reference
MCO 1754.10, par 3b(4)(d)
- 962 01 005 Does the IR program have readily available relevant resource information to update the website in the event of a disaster and/or need for emergency information?
Reference
MCO 1754.10, par 3b(4)(f)
- 962 01 006 Is the IR specialist fully trained and afforded the opportunity for professional development, including attendance at IR educational events?
Reference
MCO 1754.10, par 3b(4)(r)

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- 962 01 007 Is the IR office staffed during normal working hours and is there 24-hour messaging capability to facilitate requests after normal working hours?
Reference
MCO 1754.10, par 3b(4)(s)
- 962 01 008 Do program staff submit reports and statistics based on customer service contacts as defined by DC M&RA (MF)?
Reference
MCO 1754.10, par 3b(4)(u)